

# **AWS State, Local, and Education Learning Days**

North Carolina



# Amazon Connect Workshop

**Bayard Mason**

Solutions Architect

AWS

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Available

Maria Garcia 00:39

Sofia Martínez 00:53 00:07

Mary Major 00:42 00:05

Adjust Ricard Smith's p... 06:43

Nikki Wolf 01:33 00:09

Customer profile

Cases

Fraud activity - transacti...

Apps

Search by: All

Search profiles

Recently viewed profiles > Maria Garcia

Full name

Maria Garcia

Profile ID

1234abc...

Edit

Associated

Account number

233455

Additional Info

10+ years as a customer

Gender

Female

Billing Address

123 Any Street,  
Any Town,  
USA

Orders

Contact history

More information

+ Connect case

Reference Id	Title	Source	Updated date	More
795296	Fraud activity - transaction declined	Connect Cases	02/28/2024	
B23456	Add authorized user	Connect Cases	02/11/2024	
C34567	Cart lost	Connect Cases	01/29/2023	
XYYY10	Change of address	Connect Cases	01/05/2023	
EDD589	New card request	Connect Cases	12/02/2022	

View more

Amazon Connect

Available

Nikki Wolf 00:17 00:17

Kris.. 9 00:03

Jam 00:29

Nikki Wolf 12:50 PM

My password isn't working

Sarah (agent) 12:50 PM

I'm sorry to hear that.

Read

Nikki Wolf 12:50 PM

Thanks. Not sure what happened.  
It was working yesterday.

B I

Type a message and press enter to send

End chat

Sarah (agent)

12:49 PM

Is there anything I can help you with?



## Amazon Connect

**One application. One seamless experience.**

**TENS OF THOUSANDS  
OF CUSTOMERS**

**MORE THAN 10 MILLION CONTACT  
CENTER INTERACTIONS A DAY**

**USED BY +100,000 AMAZON  
CUSTOMER SERVICE ASSOCIATES**

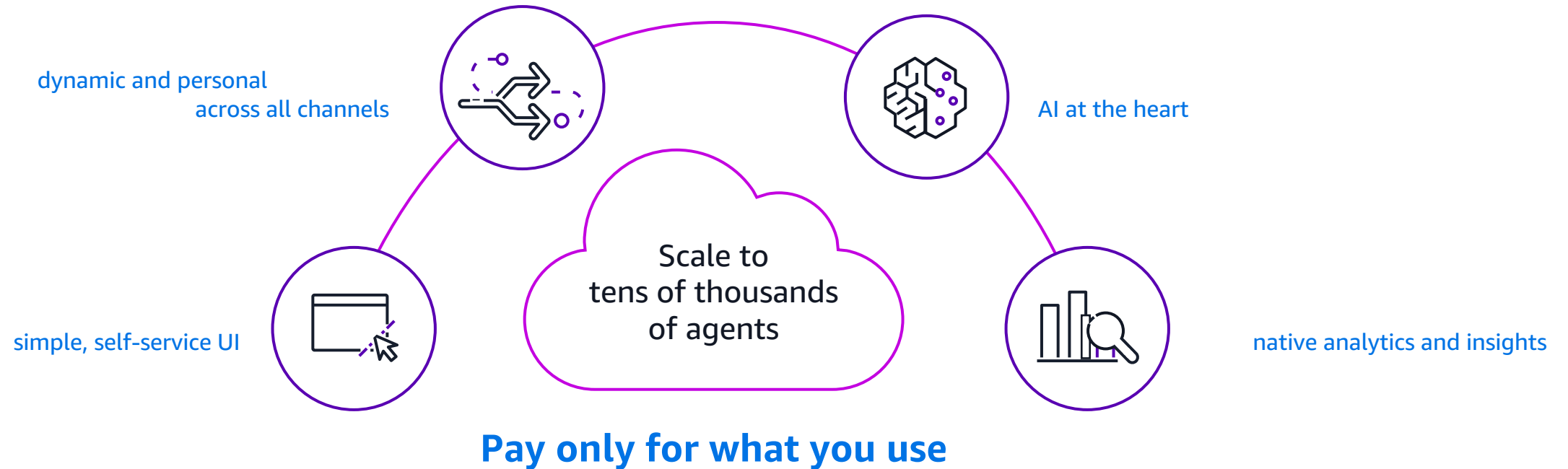


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# Amazon Connect differentiators

ACCELERATE CX INNOVATION WITH AMAZON'S NATIVE CLOUD CONTACT CENTER



**Globally redundant telephony** +30 providers, +110 inbound, and +230 outbound countries

Instant access to **+200 fully featured AWS services**



## CUSTOMER

OMNICHANNEL CUSTOMER EXPERIENCE



High quality  
voice



Conversational IVR and  
chatbots



Chat, SMS,  
and messaging



In-app/web  
calling and video



Outbound  
campaigns



Voice  
authentication



Task  
management



## SUPERVISOR

ANALYTICS, INSIGHTS, AND OPTIMIZATION



Real-time and  
historical reports  
and dashboards



Real-time  
conversational  
analytics



Quality and  
performance  
management



Forecasting,  
capacity planning,  
and scheduling



AMAZON  
CONNECT

## AGENT

AGENT EMPOWERMENT AND PRODUCTIVITY



Agent  
workspace



Knowledge and  
agent assist



Unified  
customer view



Case  
management



Step-by-step  
guides



## ADMINISTRATOR

CONFIGURATION AND FLEXIBILITY



Simple, self-service  
UI; make changes in  
minutes, not months



Secure, reliable,  
and scalable



Modern API and  
SDKs for those who  
want to build



# One application. One seamless experience.



# Let's build a solution!

# Getting started with this workshop



You have access to an AWS account with any optional pre-provisioned infrastructure and IAM policies needed to complete this workshop.



The AWS account is only available for the duration of this workshop. **You will lose access to the account once the workshop is complete.**



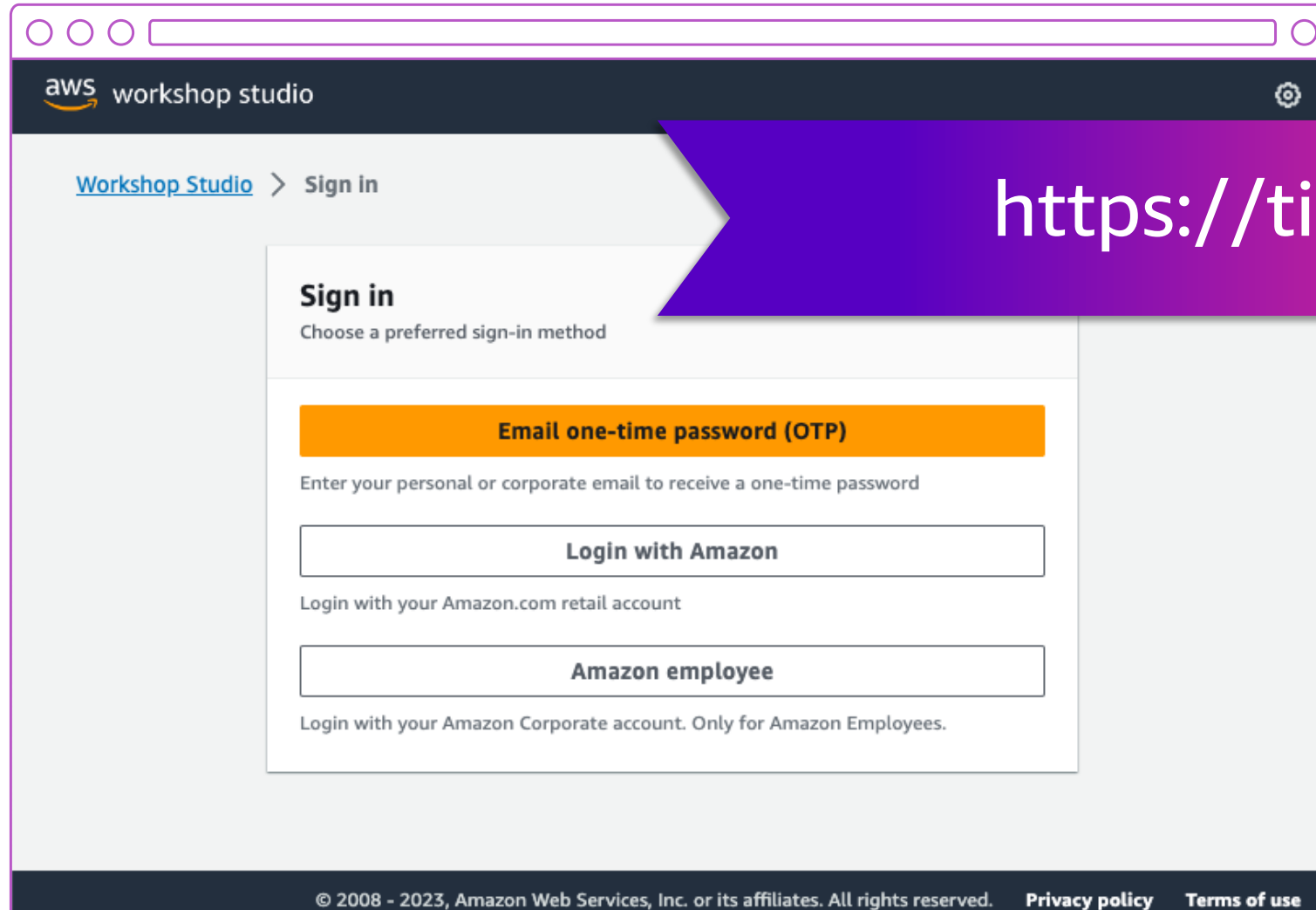
Any optional pre-provisioned infrastructure is deployed to a specific AWS Region. Make sure that you are working in this Region; other Regions are blocked.



Review the terms and conditions of the event. **Do not upload any personal or confidential information to the account.**



# Step 1: Sign in using your preferred method



The screenshot shows a web browser window with the AWS Workshop Studio sign-in page. The browser's address bar is empty. The page header includes the AWS logo and 'workshop studio' text. Below the header, a breadcrumb trail shows 'Workshop Studio' followed by a chevron and 'Sign in'. The main content area is titled 'Sign in' with the instruction 'Choose a preferred sign-in method'. There are three sign-in options: 'Email one-time password (OTP)' (highlighted with an orange background), 'Login with Amazon' (with a subtext 'Login with your Amazon.com retail account'), and 'Amazon employee' (with a subtext 'Login with your Amazon Corporate account. Only for Amazon Employees.'). The footer contains copyright information and links to 'Privacy policy' and 'Terms of use'.

aws workshop studio

[Workshop Studio](#) > Sign in

### Sign in

Choose a preferred sign-in method

**Email one-time password (OTP)**

Enter your personal or corporate email to receive a one-time password

**Login with Amazon**

Login with your Amazon.com retail account

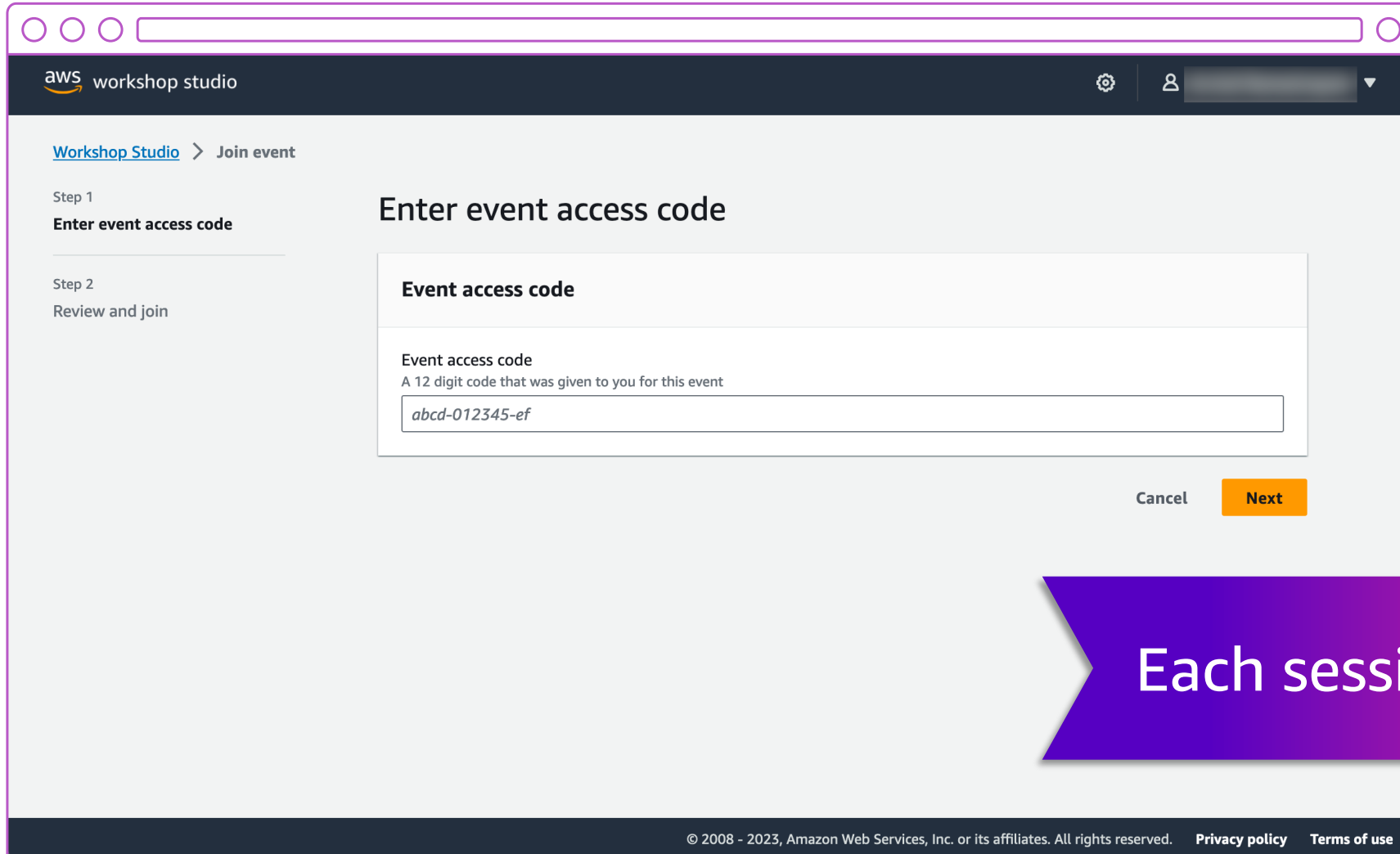
**Amazon employee**

Login with your Amazon Corporate account. Only for Amazon Employees.

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<https://tinyurl.com/...>

# Step 2: Enter the event access code



The screenshot shows the AWS Workshop Studio interface. At the top, there's a navigation bar with the AWS logo and 'workshop studio' text. Below this, a breadcrumb trail shows 'Workshop Studio > Join event'. The main content area is titled 'Enter event access code'. On the left, a sidebar lists 'Step 1: Enter event access code' (which is the current step) and 'Step 2: Review and join'. The main form area has a title 'Event access code' and a description: 'Event access code: A 12 digit code that was given to you for this event'. Below this is a text input field containing the code 'abcd-012345-ef'. At the bottom right of the form, there are two buttons: 'Cancel' and 'Next'.

aws workshop studio

Workshop Studio > Join event

Step 1  
Enter event access code

Step 2  
Review and join

## Enter event access code

**Event access code**

Event access code  
A 12 digit code that was given to you for this event

abcd-012345-ef

Cancel Next

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Each session has a unique code

# Step 3: Review terms and join event

aws workshop studio

Workshop Studio > Join event

Step 1  
[Enter event access code](#)

Step 2  
**Review and join**

## Review and join

### Event details

Name	Start time	Duration	Level
re:Invent 2023 Workshop	8/28/2023 10:59 AM	12 hours	100

Description  
Workshop at re:Invent 2023

### Terms and Conditions

Read and accept before joining the event

Read and accept before joining the event:

- By using AWS Workshop Studio for the relevant event, You agree to [the AWS Event Terms and Conditions](#) and the [AWS Acceptable Use Policy](#).
- If You are under 18 years old, You may participate in the relevant event, using AWS Workshop Studio: (a) if you are at least the minimum age below based on the country or region in which you reside, and (b) with the involvement of a parent, guardian or educator.

Country or region	Minimum age
All countries or regions not listed below (including United States, Brazil, UK, and India)	13
China, Republic of Korea (South Korea)	14
Australia	15
Japan, Switzerland, Vietnam, and countries in the European Economic Area	16
Azerbaijan, Bolivia, Colombia, Dominican Republic, Indonesia, Lebanon, Malaysia, Mexico, Montenegro, Nepal, Philippines, Thailand, Turkey, and countries in Africa	18

- You acknowledge and agree that You are using an AWS-owned account that You will be only be able to access during the relevant event. You have no ownership rights over this AWS-owned account.
- During the relevant event, while using this AWS-owned account, You will not use, import, input, or introduce any data, dataset, or other material that contains personal data, financial information, or any other data or materials that may be subject to laws and regulations (such as the General Data Protection Regulation or The Health Insurance Portability and Accountability Act of 1996).
- If You find residual resources or materials in this AWS-owned account, You will notify Your Event Operator immediately.
- AWS, its affiliates and any entities or persons acting on AWS's behalf, reserves the right to terminate this AWS-owned account and to delete its contents at any time, without any notice to You.
- During the relevant event, while using this AWS-owned account, You will not: process or run any operation on any data other than test datasets or lab materials that have been approved by AWS.
- You will not copy, import, export or otherwise create derivative works of materials provided by AWS for use outside of the event.
- AWS, its affiliates and any entities or persons acting on AWS's behalf, has no obligation to enable the transmission of Your materials through AWS Workshop Studio, and may, in its discretion, edit, block, refuse to post, or remove Your materials at any time, without notice to You.
- If You are an AWS Partner, using AWS Workshop Studio as part of Your participation in the AWS Partner Network Program, Your use of AWS Workshop Studio is governed by these terms, the AWS Partner Network Terms and Conditions, and Your applicable customer agreement with AWS.
- Your use of AWS Workshop Studio will comply with these terms and all applicable laws. If You fail to comply with any of these terms, Your access to AWS Workshop Studio may be immediately terminated, without notice to You.

☒ I agree with the Terms and Conditions

Cancel

Previous

Join event

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Privacy policy

Terms of use

# Step 4: Get started with the workshop

Amazon Connect Bootcamp

▶ Introduction

▶ Module 1 - Amazon Connect basic setup

▶ Module 2 - Amazon Connect and Amazon Lex

▶ Module 3 - Amazon Connect Dynamic Contact Flow

▶ Module 4 - Amazon Lex Enhanced

▶ Module 5 - Send Email Confirmation

▶ Module 6 - Integrate CCP into a custom web page

Cleanup

AWS Documentation Homepage

▼ AWS account access

Open AWS console (us-east-1)

Get AWS CLI credentials

[Event dashboard](#) > Amazon Connect Bootcamp

## test

Event information

Start time	Duration	Accessible regions
11/13/2024 11:30 AM	72 hours	us-east-1

Description

test

Workshop

Get started >

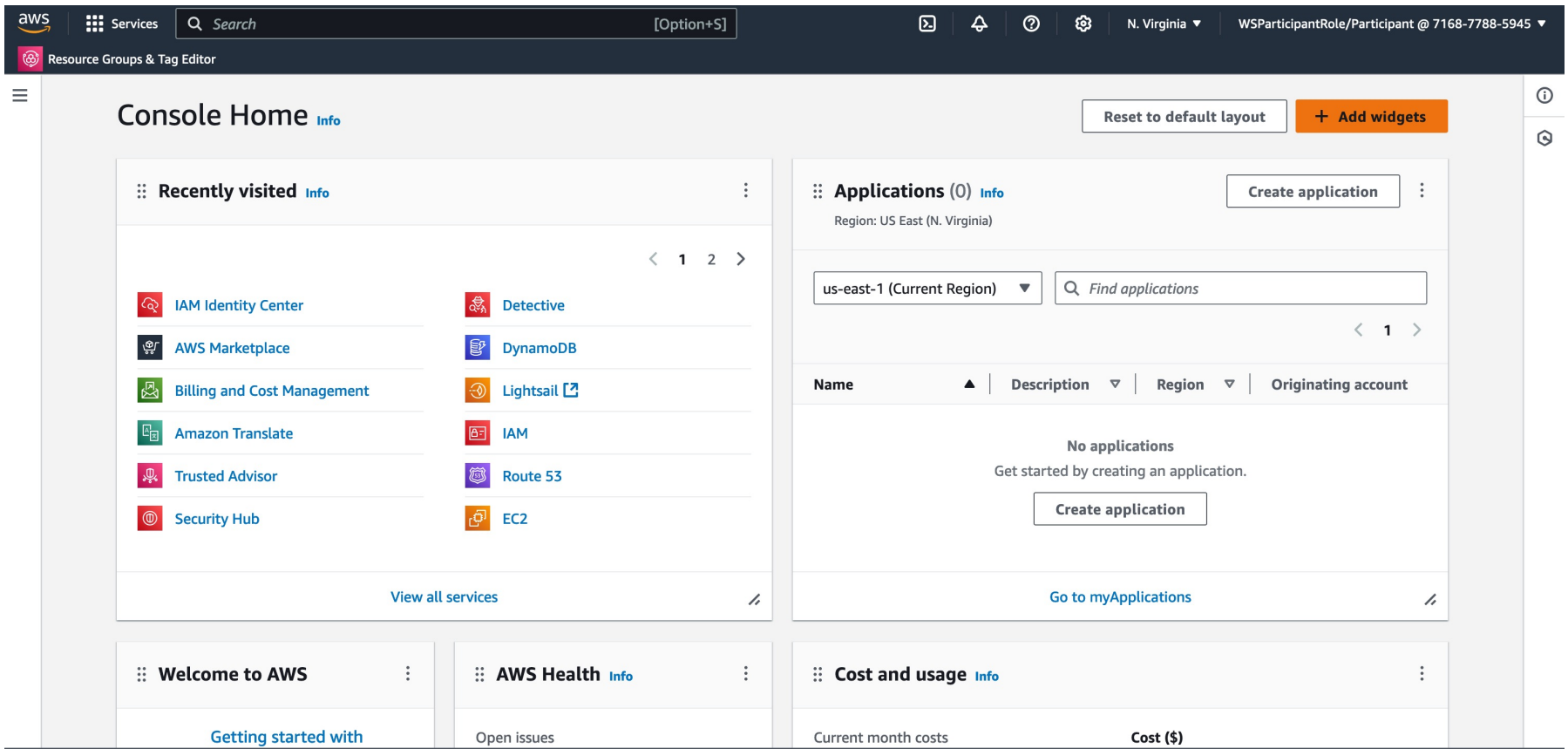
Title	Complexity level	AWS services	Topics
Amazon Connect Bootcamp	300	Amazon Connect	Communication Applications, Contact Center, Machine Learning (ML/AI)

Description

The purpose of this workshop is to provide you with an introduction to Amazon Connect, Amazon Web Services cloud-based virtual contact center offering. Leveraging the sample case study provided, you are expected to participate in six (6) hands-on lab modules.



# Step 5: Access AWS account



# Additional resources



**Amazon Connect Product Page**



**Amazon Connect  
Administrator Guide**



# Thank you!

**Bayard Mason**

Solutions Architect  
AWS

baymason@amazon.com

**Please complete the survey  
for this session**

